
Online System for Clerkship Application and Review (OSCAR) 2006 Law School Survey Findings

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OSCAR 2006 Law School Survey Findings

The OSCAR Working Committee distributed the OSCAR 2006 Law School Evaluation Survey during November 2006 to 441 law school administrators who are registered in the OSCAR System. The 16-question survey received a total of 98 responses from this OSCAR user group.

| | Questions | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|--|--|-----------------|--------------------------------|---------------------------------------|--|----------------------------|--|----------------------|--------------------|-----------------------------------|--|---------------------------------|---------------------|--|--------------------------|------------------------|-------------------|--------------------------|--|--|--|-------------------------|--|----------------------------|--|------------------|--|--|--|--|--|---------------------------------------|--|--|--|---|--|--|--|
| 1 | OPTIONAL: Enter the name of your law school. | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 2 | <p>Did you centralize the following functions in OSCAR?</p> <ul style="list-style-type: none"> - Uploading faculty recommendation letters - Uploading “outside” recommendation letters - Uploading cover letters - Uploading resumes - Uploading law school transcripts - Uploading other transcripts - Uploading writing samples | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 3 | <p>Please rank the following features of OSCAR in terms of EASE OF USE – with 5 being the easiest to use and 1 being the most difficult:</p> <table border="0"> <tr> <td>- Screen layout</td><td>- Viewing list of recommenders</td></tr> <tr> <td>- Navigation on pages (buttons, etc.)</td><td>- Generating recommendation reports by student</td></tr> <tr> <td>- Navigation between pages</td><td>- Generating recommendation reports by recommender</td></tr> <tr> <td>- “Login As” feature</td><td>- Searching judges</td></tr> <tr> <td>- Uploading recommender directory</td><td>- Viewing information on individual judges</td></tr> <tr> <td>- Uploading applicant documents</td><td>- OSCAR User Guides</td></tr> <tr> <td>- Deleting/changing uploaded documents</td><td>- OSCAR online tutorials</td></tr> <tr> <td>- Searching applicants</td><td>- OSCAR Help Desk</td></tr> <tr> <td>- Viewing applicant list</td><td></td></tr> <tr> <td>- Viewing uploaded applicant documents</td><td></td></tr> <tr> <td>- Deleting applications</td><td></td></tr> <tr> <td>- Withdrawing applications</td><td></td></tr> <tr> <td>- Batch emailing</td><td></td></tr> <tr> <td>- Generating report on applicant contact information</td><td></td></tr> <tr> <td>- Generating report of applicants with “Hold for Later Submission” feature</td><td></td></tr> <tr> <td>- Uploading letters of recommendation</td><td></td></tr> <tr> <td>- Previewing letters of recommendation</td><td></td></tr> <tr> <td>- Searching for pending recommendations</td><td></td></tr> <tr> <td>- Viewing list of pending recommendations by applicant</td><td></td></tr> </table> | - Screen layout | - Viewing list of recommenders | - Navigation on pages (buttons, etc.) | - Generating recommendation reports by student | - Navigation between pages | - Generating recommendation reports by recommender | - “Login As” feature | - Searching judges | - Uploading recommender directory | - Viewing information on individual judges | - Uploading applicant documents | - OSCAR User Guides | - Deleting/changing uploaded documents | - OSCAR online tutorials | - Searching applicants | - OSCAR Help Desk | - Viewing applicant list | | - Viewing uploaded applicant documents | | - Deleting applications | | - Withdrawing applications | | - Batch emailing | | - Generating report on applicant contact information | | - Generating report of applicants with “Hold for Later Submission” feature | | - Uploading letters of recommendation | | - Previewing letters of recommendation | | - Searching for pending recommendations | | - Viewing list of pending recommendations by applicant | |
| - Screen layout | - Viewing list of recommenders | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| - Navigation on pages (buttons, etc.) | - Generating recommendation reports by student | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| - Navigation between pages | - Generating recommendation reports by recommender | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| - “Login As” feature | - Searching judges | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| - Uploading recommender directory | - Viewing information on individual judges | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| - Uploading applicant documents | - OSCAR User Guides | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| - Deleting/changing uploaded documents | - OSCAR online tutorials | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| - Searching applicants | - OSCAR Help Desk | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| - Viewing applicant list | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| - Viewing uploaded applicant documents | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| - Deleting applications | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| - Withdrawing applications | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| - Batch emailing | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| - Generating report on applicant contact information | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| - Generating report of applicants with “Hold for Later Submission” feature | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| - Uploading letters of recommendation | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| - Previewing letters of recommendation | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| - Searching for pending recommendations | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| - Viewing list of pending recommendations by applicant | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |

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| 4 | If you have any specific comments on any individual item in Question 3, please include them here. |
| 5 | Were there additional reports you found (or would have found) more useful? |
| 6 | <p>Please rank the VALUE of these features in an online clerkship application system, with 5 being the most valuable and 1 being the least valuable.</p> <ul style="list-style-type: none"> - “Login As” feature - Uploading applicant documents - Deleting/changing uploaded documents - Searching applicants - Viewing uploaded applicant documents - Deleting applications - Withdrawing applications - Batch emailing applicants - Generating report on applicant contact information - Generating report of applicants with “hold for later submission” - Uploading letters of recommendation - Previewing letters of recommendation - Searching for pending recommendations - Viewing list of pending recommendations by applicant - Viewing list of recommenders - Generating recommendation reports by student - Generating recommendation reports by recommender - Searching judges - Viewing information on individual judges |
| 7 | If you have any specific comments on any individual item in Question 6, please include them here. |
| 8 | <p>Please rank the VALUE of the following features of the OSCAR Informational Website, with 5 being the most valuable and 1 being the least valuable.</p> <ul style="list-style-type: none"> - Participating Judge List - Instructional Videos - User Guides - Weblog - Miscellaneous Instructions (e.g., Uploading Master Recommender Directory) |
| 9 | If you have any specific comments on any individual item in Question 8, please include them here. |
| 10 | How many federal clerkship applicants did you have in Fall 2006? |
| 11 | How many of your clerkship applicants used OSCAR? |

| | |
|----|---|
| 12 | <p>Please indicate the volume of questions you received on particular topics.</p> <ul style="list-style-type: none"> - Document size - Multiple writing samples - Selecting recommenders - Online editor - Mail merge data for judges - Late judge additions to OSCAR - Gradesheets versus transcripts |
| 13 | If you received a large number of inquiries on other topics, list them here. |
| 14 | How many times did you use the OSCAR Help Desk? |
| 15 | In using the OSCAR System, has your law school seen a change in the total number of clerkships offered to your applicants? |
| 16 | Please enter any other specific recommendations for OSCAR in the textbox below. |

Question 1: OPTIONAL: Enter the name of your law school.

The response to Question 1 registered 53 OSCAR law school administrators who identified their law school.

Question 2: Did you centralize the following functions in OSCAR? (98 responses).

| OSCAR Features | Yes | No |
|--|----------|----------|
| Uploading faculty recommendation letters | 61% (60) | 39% (38) |
| Uploading “outside” recommendation letters | 34% (33) | 66% (63) |
| Uploading cover letters | 10% (9) | 90% (83) |
| Uploading resumes | 8% (7) | 92% (85) |
| Uploading law school transcripts | 11% (10) | 89% (82) |
| Uploading other transcripts | 7% (6) | 93% (86) |
| Uploading writing samples | 8% (7) | 92% (86) |

Question 3: Please rank the following features of OSCAR in terms of EASE OF USE – with 5 being the easiest to use and 1 being the most difficult. (98 responses)

| OSCAR Features | 5 | 4 | 3 | 2 | 1 | Did Not Use |
|--|----------|----------|----------|----------|--------|-------------|
| Screen layout | 21% (20) | 43% (41) | 27% (26) | 5% (5) | 2% (2) | 1% (1) |
| Navigation on pages (buttons, etc.) | 11% (11) | 48% (46) | 29% (28) | 8% (8) | 3% (3) | 0% (0) |
| Navigation between pages | 10% (9) | 31% (29) | 39% (37) | 14% (13) | 5% (5) | 1% (1) |
| “Login As” feature | 46% (44) | 35% (33) | 14% (13) | 1% (1) | 2% (2) | 2% (2) |
| Uploading recommender directory | 25% (24) | 35% (33) | 17% (16) | 4% (4) | 3% (3) | 17% (16) |
| Uploading applicant documents | 14% (13) | 19% (18) | 20% (19) | 5% (5) | 4% (4) | 37% (35) |
| Deleting/changing uploaded documents | 10% (10) | 19% (18) | 22% (21) | 9% (9) | 8% (8) | 31% (30) |
| Searching applicants | 32% (30) | 32% (32) | 19% (18) | 7% (7) | 4% (4) | 7% (7) |
| Viewing applicant list | 38% (36) | 35% (34) | 14% (13) | 9% (9) | 1% (1) | 3% (3) |
| Viewing uploaded applicant documents | 22% (21) | 40% (38) | 20% (19) | 8% (8) | 3% (3) | 7% (7) |
| Deleting applications | 9% (9) | 19% (18) | 9% (9) | 7% (7) | 5% (5) | 50% (48) |
| Withdrawing applications | 6% (6) | 12% (11) | 8% (8) | 7% (7) | 6% (6) | 60% (57) |
| Batch-emailing | 12% (11) | 16% (15) | 13% (12) | 2% (2) | 4% (4) | 52% (48) |
| Generating report on applicant contact information | 3% (3) | 7% (7) | 9% (8) | 4% (4) | 5% (5) | 71% (67) |
| Generating report of applicants with “Hold for Later Submission” feature | 1% (1) | 3% (3) | 8% (8) | 5% (5) | 5% (5) | 77% (73) |

| | | | | | | |
|--|----------|----------|----------|----------|----------|----------|
| Uploading letters of recommendation | 15% (15) | 35% (34) | 24% (23) | 6% (6) | 10% (10) | 10% (10) |
| Previewing letters of recommendation | 18% (17) | 28% (27) | 22% (21) | 9% (9) | 8% (8) | 16% (15) |
| Searching for pending recommendations | 20% (19) | 40% (38) | 22% (21) | 7% (7) | 5% (5) | 6% (6) |
| Viewing list of pending recommendations by applicant | 30% (29) | 34% (33) | 20% (19) | 8% (8) | 4% (4) | 4% (4) |
| Viewing list of recommenders | 32% (30) | 36% (34) | 21% (20) | 4% (4) | 2% (2) | 5% (5) |
| Generating recommendation reports by student | 6% (6) | 18% (17) | 15% (14) | 2% (2) | 2% (2) | 57% (54) |
| Generating recommendations reports by recommenders | 7% (7) | 16% (15) | 16% (15) | 1% (1) | 5% (5) | 55% (53) |
| Searching judges | 20% (19) | 27% (25) | 27% (25) | 6% (6) | 1% (1) | 19% (18) |
| Viewing information on individual judges | 17% (16) | 24% (23) | 19% (18) | 9% (8) | 1% (1) | 30% (28) |
| OSCAR User Guides | 14% (14) | 28% (27) | 31% (30) | 11% (11) | 7% (7) | 8% (8) |
| OSCAR online tutorials | 10% (10) | 16% (16) | 21% (20) | 6% (6) | 6% (6) | 40% (39) |
| OSCAR Help Desk | 30% (28) | 24% (23) | 19% (18) | 4% (4) | 3% (3) | 19% (18) |

Question 4: If you have any specific comments on any individual item in Question 3, please include them here. (42 respondents)

1. We had some specific problems with making changes to the recommender directory. We had to change email addresses. Once a change was made, the recommenders continued to receive emails at the old address, as well as the new address. Each account had a different password, and it was very confusing to the recommenders.
2. Navigating between pages, using the buttons at the top of the page, was not intuitive. I had difficulty generating some reports, with only a certain amount of data being put out. Some more thought might be given to the most useful reports to offer.
3. Having to upload letters of recommendation as .pdf cause a lot of headaches.

4. While the OSCAR weblog response was quick and speedy, the help desk was not, especially in the busiest time period leading up to labor day and application due dates.
5. It was difficult to view current student applicants when all of the other years applicants were also listed. When I looked at pending recommenders, recommenders from past years were also listed.
6. I found the merging feature for the letters of recommendation and cover letters to be very glitchy (sometimes it inserted the zip code twice, etc.). It was difficult to add on additional applications once the initial mail merge was done, as it required the user to completely retype the letter, rather than using a saved one with all the merge fields ready to populate.
7. The uploading of letters of recommendation to OSCAR could be quite slow at times. OSCAR seemed like it would get "bogged" down. It would be helpful to have a function within the mail merge function that allowed you to apply a recommendation letter that has already been uploaded to some judges to additional judges. It would save time in instances where applicants add last minute applications for judges; rather than starting the entire merge process over again for each letter, you can pull it up and apply it to additional judges.
8. It would be useful to be able to sort the "recommendations" column under the "recommender" tab to sort which ones still have pending recommendations.
9. I had trouble with two things. 1) I could only upload a PDF. In every instance when I tried I could not create a rec. letter buy using copy & paste. 2) We need some other form of notification other than just the 1st one. Many times a student will add another judge, and we don't know that it's out there (unless they tell us) OR, there's a new student with the same professor, and that won't "alert" us either because that prof. has already been notified the first time.
10. In regards to the user guides there were some missing items and some incorrect items, this posed problems since many students printed out the guidelines and used these in their process and may not have gotten the corrections in time.
11. Uploading cover letters was difficult until I got used to the formatting glitches because the test did weird things. You always had to preview the letters before you finalized them, because many times sizes, fonts, and spacing would not transfer as it was in the original document. Also, navigating from page to page wasn't intuitive. It took a while to get used to the way in which it was set up before it became easy to do so. Also, many applicants from last year were still on the system as if they were applying this year even though they did not. Obviously, they didn't have any pending recommendations to upload, but just being able to see how many students applied this year was difficult to determine until we looked over our other records because of the student names from last year.
12. You need to give more information on uploading rec letters in HTML format.
13. I wanted to be able to generate more specific reports. We use Symplicity for our on-campus recruiting, so I am familiar with its capabilities. We would love to generate reports of applications by judges, so we could see where students are applying.
14. I was the designated admin. at our college who uploaded hundreds of recommendation letters on behalf of approx. 45 faculty members. There was much confusion on the part of our support staff and faculty as to recommender log-in & password info; and since this was my first year using OSCAR, I wasn't aware until midway through the process that it's possible to

"Login As" a recommender. It would have been very helpful to have this as part of, or more prominent in your tutorial. I thought your support team was great and very quick with their responses, but it took three related queries before someone informed me about this "lifesaving" feature.

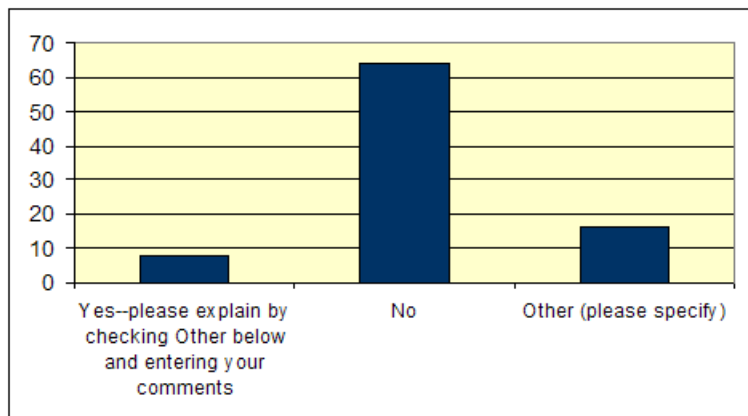
15. No specific comments. The system still seems cumbersome, but it's better than last year.
16. There was still a lot of confusion on the part of students regarding exactly what they had to do in order to generate an e-vite to their chosen recommenders. I think OSCAR should not use a button that says "submit application" to generate the e-vite, as it makes students nervous that that's exactly what they are doing!
17. I would like to use the batch email option in the future, but I find that I don't have enough control over who is listed.
18. See comments at end.
19. We have occasions where after we have uploaded letters of recommendation for a particular student and their selected judges, they add more judges. It would be useful if we could push through that same letter (they are coded) for the other judges. Also, we have some outside recommenders who provide hard-copy letters - we would like the option of scanning them into adobe.
20. The OSCAR help desk was a life-saver. They all deserve raises. I can't remember when I've had better customer service.
21. The two most frustrating aspects of OSCAR: 1) uploading letters of recommendations - many of our students use outside recommenders (legal employers) and requiring them to upload letters directly to OSCAR was onerous. Our office does not have the staff to upload all of these letters. 2) we have an unusual transcript (narrative evaluations instead of letter/number grades). We figured out a system last year that worked and resulted in a five page transcript. Because the transcript size was reduced this year, our students could not include a critical/distinguishing aspect of their transcripts (legal internship evaluations).
22. OSCAR Help Desk was wonderful! RE: withdrawing and deleting applications: would be helpful if student could re-apply. Reports that no longer work should be deleted from list. That said, any questions were quickly answered by the help desk.
23. I continue to think that the system is not very user friendly and definitely favors schools with large enough staffs to do all the work for the students/recommenders.
24. The uploading recommendation letters function could be improved by changing the page so that the user does not have to scroll through multiple screens to fill out the field.
25. We ran into problems when more than one student used the same recommender. The recommender was only notified once and this caused confusion.
26. Need a one to one correspondence between the student applicant and the recommender so that the recommender is notified each and every time that he/she is selected and is made aware of the name of the student applicant who selected that recommender.
27. Generating reports resulted in errors. Reports yielded information on applicants from other schools.
28. Matt and Laura were extremely helpful and efficient. Report function often generated error message rather than report.

29. There were several occasions that once I logged on as a student, I could not log off or log on as myself. Also, students remarked (and I agree) that many things had to be done repeatedly. (Selecting recommenders overall and then selecting recommenders per judge.) While I understand why this needed to happen this way, there should be a streamlined mechanism.
30. It seemed like the online editor for recommendation letters changed a fair amount throughout the summer. We were glad for the improvements, but emails with the updated features may have helped us take better advantage of what was happening.
31. There is insufficient information in the user guide about batch emailing or generating reports.
32. I wish the system would generate a letter to each recommender every time a new applicant comes into the system, or an existing applicant adds more judges to their applicant pool.
33. Generating reports is too cumbersome and easy customization of reports is an absolute necessity.
34. It would be nice if we didn't have to send a personalized letter to each judge. It is very time consuming.
35. Uploading recommendation letters is fine except for one major issue. If a student adds applications after the letters have been uploaded, the letters need to be re-uploaded which is a huge hassle. If there were an option to apply already uploaded letters to new applications that would save a huge amount of time for our office as well as individual recommenders and students.
36. Recommenders should get one password and be able to use it each time they are asked to be a recommender. Each time they were asked to be a recommender, they were given a new password. It got too confusing. After they enter their password, they should be able to select the student who has chosen them to be a recommender. This is especially true for law faculty...with over 600 students, classes, exams, class materials, they cannot keep track of 6-8 different passwords for various students who want them as a recommender. Each new person chosen to be a recommender through OSCAR, should get an e-mail with their username and password. Also, a cc should be sent to either their secretary or legal assistant as a backup.
37. I think Oscar is a wonderful program not to mention the cost savings (paper, postage, time). It was very easy to cut/paste and merge letters to a list of judges. I'm sold!
38. Batch emailing would have gotten a higher score if we are able to batch email recommenders' assistants.
39. When typing recommendation letters directly into the system and using the merge fields, there were a lot of problems. The name of the judge and the first line of the address always had a space between them, which looked really bad. The formatting in the body of the letter never looked right either. There'd be too many spaces here or indentation where there shouldn't have been, and the system wouldn't let me fix those type of problems. Many letters went out looking pretty bad.
40. It would be nice to be notified every time an applicant submits to Judges. In other words, if an applicant submits to some of the judges and then decides later on to submit to other judges, we as assistants need to be notified every time, not just the first time. Therefore, we won't have to go in and check periodically ourselves to see if any are pending for our Professors.
41. Reports???? Could we have some training on the specific reports available, how to create them and when we could produce these reports??

42. There is no real need for as many merge options available. I would recommend that, in using an automated system, chambers are fully aware of the lessened ability to cater letters to specific judges. In doing so, I would also suggest that a general recommendation letter that speaks to the merits of the applicant across the board, be required; hence, abandoning the merge option all together. Recommendation letters would then be a part of an applicants PDF documents that they would then have to upload.

Question 5: Were there reports you found (or would have found) more useful?
(80 respondents)

| Additional Reports | Responses |
|--|-----------|
| Yes—please explain by checking “Other below and entering your comments | 8 (10%) |
| No | 64 (80%) |
| Other (please specify) | 16 (20%) |



Other (Please Specify):

1. Unfortunately, I can't remember them anymore. Sorry!
2. Report on applications per judge.
3. I personally only used this to send rec. letters to selected judges.
4. I wanted the ability to generate a list of individual applicants from my school for any particular judge.
5. We would love to generate reports of applications by judges, so we could see where students are applying, i.e. Judge Smith and then a list of students who applied to him.
6. Pending recs by recommender.
7. I didn't create any reports.
8. Reports limited to a school's own applicants.
9. I want filter access to generate custom reports per Symplicity.
10. I'd like to generate one list of judges and applicants.
11. See above.
12. Completed Apps by Recommender Completed Apps by Student Completed Apps by Judge
Pending Apps by Judge.
13. For us, we are now in the process of analyzing our data and where our students have applied. Thus, generating a report detailing which students applied to which Judges (thus - clicking on a Judge and having a report of which students have applied to that Judge) would be extremely

useful.

14. Could we have entered our law school name in somewhere and received a report of all students from our law school who applied for clerkships through OSCAR??
15. Access to filters, customization.
16. I had problems running reports for pending recommendations this year. When I tried to run them, the system would freeze.

Question 6: Please rank the VALUE of these features in an online clerkship application system, with 5 being the most valuable and 1 being the least valuable. (93 responses)

| OSCAR Features | 5 | 4 | 3 | 2 | 1 |
|--|----------|----------|----------|----------|----------|
| “Login As” feature | 76% (71) | 20% (19) | 3% (3) | 0% (0) | 0% (0) |
| Uploading applicant documents | 61% (55) | 21% (19) | 10% (9) | 2% (2) | 6% (5) |
| Deleting/changing uploaded documents | 60% (54) | 24% (22) | 8% (7) | 2% (2) | 6% (5) |
| Searching applicants | 54% (48) | 33% (29) | 8% (7) | 2% (2) | 3% (3) |
| Viewing uploaded applicant documents | 52% (47) | 33% (30) | 10% (9) | 2% (2) | 2% (2) |
| Deleting applications | 33% (29) | 31% (28) | 20% (18) | 6% (5) | 10% (9) |
| Withdrawing applications | 34% (30) | 27% (24) | 24% (21) | 6% (5) | 9% (8) |
| Batch-emailing applicants | 27% (24) | 28% (25) | 22% (20) | 15% (13) | 8% (7) |
| Generating report on applicant contact information | 16% (14) | 13% (12) | 28% (25) | 16% (14) | 27% (24) |
| Generating report of applicants with “hold for later submission” | 15% (13) | 14% (12) | 26% (23) | 20% (18) | 25% (22) |
| Uploading letters of recommendation | 84% (78) | 13% (12) | 3% (3) | 0% (0) | 0% (0) |
| Previewing letters of recommendation | 74% (68) | 16% (15) | 10% (9) | 0% (0) | 0% (0) |
| Searching for pending recommendations | 67% (60) | 27% (24) | 4% (4) | 1% (1) | 1% (1) |
| Viewing list of pending recommendations by applicant | 62% (56) | 29% (26) | 6% (5) | 1% (1) | 2% (2) |
| Viewing list of recommenders | 60% (54) | 30% (27) | 7% (6) | 1% (1) | 2% (2) |

| | | | | | |
|--|----------|----------|----------|----------|----------|
| Generating recommendation reports by student | 28% (25) | 22% (19) | 22% (19) | 14% (12) | 15% (13) |
| Generating recommendation reports by recommender | 29% (26) | 29% (26) | 16% (14) | 10% (9) | 16% (14) |
| Searching judges | 56% (50) | 20% (18) | 16% (14) | 3% (3) | 4% (4) |
| Viewing information on individual judges | 51% (44) | 23% (20) | 15% (13) | 5% (4) | 7% (6) |

Question 7: If you have any specific comments on any individual item in Question 6, please include them here. (17 respondents)___

1. We found the on-line editor to be quite rigid. Why the shift/return function? Why do things come out double-spaced quite often? This area, in my opinion, needs the most work.
2. My answers to all of these are in #3 above.
3. With re "viewing information on individual judges" one big thing missing from the OSCAR listing is the actual dates for the clerkship term! I found some judges who posted with OSCAR did not also post an announcement on the Federal Law Clerk Information System (even though they have in the past), and the OSCAR judge information page lacks some details re the clerkship (dates, qualifications, etc.). If this page is not updated to required judges to post additional information, then OSCAR should remind judges to also post a job announcement on the Federal Law Clerk Information System.
4. We refrain from using your reports features because we had so many issues with it last year.
5. No specific comments, other than to note that for small schools (many of which have relatively few students applying for clerkships), the report generation feature is not particularly valuable.
6. We had huge problems with students not being able to delete or change an uploaded document even before the September 5 deadline. Students had to delete the entire application and create a new one. It was a problem for us.
7. See comments at end.
8. My role is to upload letters of recommendation. I am sure as a student using the system, I would have a completely different perspective.
9. It would be helpful to include in the judge's detailed listing whether he or she is accepting applications. Reports will be more valuable if they generate information only related to a school's own students. Searching applicants will be more valuable if we can search by applicant name rather than by going from one page to another until we find the applicant's name. The same is true with respect to searching for recommenders.
10. I think if the information on FLCIS is different than the information on OSCAR, one or both should be reconciled. Eg OSCAR judges who required paper applications also would state this

requirement on FLCIS only. This caught a lot of students off guard.

11. It was frustrating to have judges "join" into the OSCAR system late in the game. For some students it was confusing and not very efficient.
12. Need to improve the interface for uploading letters of recommendation. Currently, to upload PDFs, you must do it individually and a better system needs to be developed to allow batch uploading of PDF letters. Conversely, a method could be developed to allow each school to create a personalized shell (letterhead) as the base for letters merged using the OSCAR online editor; letting us batch customized letters of recommendation that still retain the proper look for each school.
13. Adding documents from the administrative side, was confusing. Is there a way to batch edit documents, I had to go through each of the applicant's judges and delete then resubmit docs for each one.
14. I really did not have the time to learn the features--the school does not have a dedicated clerkship counselor and I spent more time fielding OSCAR questions without leisurely having the time to learn the system thoroughly and try out the features.
15. Could the recommenders be contacted after the initial contact? Maybe a reminder sent?
16. Too often, applicants would add to their list of judges without notifying their recommenders. This meant that most applications - weeks out - were effectively left incomplete. It should not take an active near-daily action on the part of the law school to ensure that student applicant's files are complete. Suggest restricting letters of recommendation to single PDF form per applicant addressed to "Your Honor" which is a part of the applicant documents.
17. Having information on individual judges within OSCAR was confusing to applicants and me when the same type of information was available in FLCIS. We even found some directly conflicting information. Until all (or most) judges use OSCAR (thus making FLCIS unnecessary), I would suggest having judges use OSCAR only to receive applications and use FLCIS to post more detailed information about their hiring preferences.

Question 8: Please rank the VALUE of the following features of the OSCAR Informational Website, with 5 being the most valuable and 1 being the least valuable.
(94 respondents)

| OSCAR Informational Website | 5 | 4 | 3 | 2 | 1 | Did Not Use |
|---|----------|----------|----------|--------|--------|-------------|
| Participating Judge List | 70% (66) | 12% (11) | 6% (6) | 1% (1) | 0% (0) | 11% (10) |
| Instructional Videos | 13% (12) | 11% (10) | 16% (15) | 7% (7) | 2% (2) | 51% (48) |
| User Guides | 47% (44) | 22% (21) | 19% (18) | 4% (4) | 0% (0) | 7% (7) |
| Weblog | 13% (12) | 20% (19) | 14% (13) | 9% (8) | 5% (5) | 40% (37) |
| Miscellaneous Instructions (e.g., Uploading Master Recommender Directory) | 41% (37) | 29% (26) | 14% (13) | 1% (1) | 1% (1) | 14% (13) |

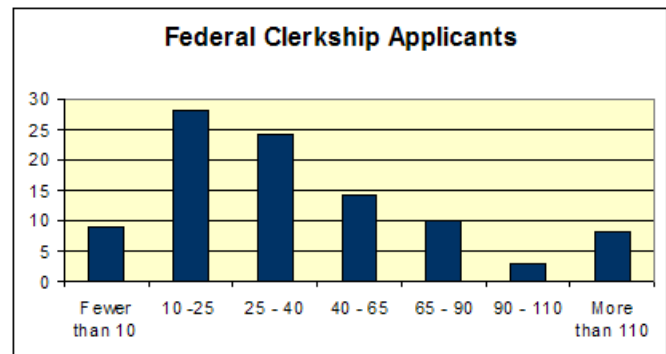
Question 9: If you have any specific comments on any individual item in Question 8, please include them here. (18 respondents)

1. Weblog was great!
2. The Weblog was a little much sometimes. The amount of emails on the most mundane items were overwhelming to my Inbox or to me having to read them.
3. The Weblog was valuable given the many difficulties encountered with this new version. However, it was NOT user friendly as the same questions would be repeated over and over and it was difficult to search for answers to questions possibly asked already. It would be good to generate a FAQ and have that continuously updated as the Help Desk received additional inquiries.
4. With the participating Judges list, it made it confusing when they would sign into the list only to say they did not participate on OSCAR, because then we were forced to individually go through and see which judges were or were not accepting applications.
5. No comments.
6. Students LOVED the blog.

7. I still found some of the guides hard to follow, and thought they could be better organized so that I knew where, within each guide, I needed to go to find the information I sought.
8. Would like to know what Weblog is.
9. At first I didn't realize students were logging into the same blog as administrators; generally unprofessional, we need separate forums for assistance.
10. User guides were very helpful; it was a resource we used for our faculty assistants as well as our students.
11. I never figured out how to "unsubscribe" from the weblog and began ignoring the posts because they were too numerous and duplicative. There should be some "rules" about the purpose or what can be posted to the weblog - it was completely useless to read posters complaints, comments or responses to other people's posts.
12. Rarely checked the weblog because it didn't seem readily accessible.
13. The user guides are a little bit confusing. I really liked the weblog because it answered a lot of my questions right away. Plus it made me feel better - like I'm not so dumb for having those questions!
14. These were GREAT this year and very helpful.
15. A user guide and miscellaneous instructions is very valuable but the current format of those features is not helpful. For example, the User Guide points out the features but doesn't explain how to use them. The User Guide would be much more helpful if the Guide included explanations on how to efficiently use the features.
16. Students need easier information on building a package as well as streamlined instructions for outside (nonfaculty recommenders). Students particularly had a difficult time understanding the "build a recommendation" piece. The weblog had duplicate entries and was difficult to sort.
17. Separate manager interface - administration would like to be able to view the questions and concerns that the students submit, but the students should not be bogged down with the administrative questions and concerns.
18. It really caused confusion when judges who were not hiring signed up for OSCAR to "show support" for the project. Until OSCAR becomes more comprehensive and thus more fully replaces FLCIS, I would suggest urging judges to use OSCAR only in the more intuitive way of receiving applications.

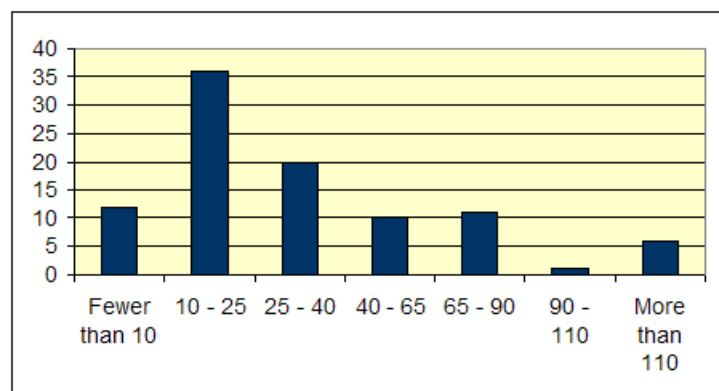
Question 10: How many federal clerkships did you have in Fall 2006? (96 respondents)

| Number of Federal Clerkships | Responses |
|------------------------------|-----------|
| Fewer than 10 | 9.4% |
| 10 - 25 | 29.2% |
| 25 - 40 | 25% |
| 40 - 65 | 14.6% |
| 65 - 90 | 10.4% |
| 90 - 110 | 3.1% |
| More than 110 | 8.3% |



Question 11: How many of your clerkship applicants used OSCAR? (96 respondents)

| Number of Clerkship Applicants | Responses |
|--------------------------------|-----------|
| Fewer than 10 | 12.5% |
| 10 - 25 | 37.5% |
| 25 - 40 | 20.8% |
| 40 - 65 | 10.4% |
| 65 - 90 | 11.5% |
| 90 - 110 | 1% |
| More than 110 | 6.2% |



Question 12: Please indicate the volume of questions you received on particular topics.
(97 respondents)

| Topics | Most | Many | Few | None |
|--------------------------------|----------|----------|----------|----------|
| Document Size | 18% (17) | 25% (24) | 35% (34) | 22% (21) |
| Multiple Writing Samples | 4% (4) | 20% (19) | 53% (50) | 24% (23) |
| Selecting Recommenders | 34% (33) | 40% (38) | 18% (17) | 8% (8) |
| Online Editor | 16% (15) | 23% (22) | 34% (32) | 27% (25) |
| Mail Merge Data for Judges | 16% (15) | 33% (32) | 27% (26) | 24% (23) |
| Late Judge Additions to OSCAR | 8% (8) | 26% (25) | 40% (38) | 26% (25) |
| Gradesheets Versus Transcripts | 38% (36) | 29% (28) | 18% (17) | 15% (14) |

Question 13: If you received a large number of inquiries on other topics, list them here.
(25 respondents)

1. The limits on the number of documents. The limited mail merge capability of the system.
2. How to upload documents. Primarily questions came from recommenders or their secretaries who struggled with the system. It is not user friendly for recommenders.
3. I received a lot of questions from students about better directions on how recommenders outside of the law school upload their rec letters. I also had a LOT of questions from faculty who prefer to send a letter on letterhead with signatures but were not allowed to do that through the Online Editor. However, a fair number who used the Online Editor did like it.
4. Holding for later submission. What to do when you are graduating in December (so you are still bound by the September 5th deadline, but entering current year for graduation classifies you as a graduate for purposes of releasing the application).
5. Questions from whom? Students? none.
6. I want to point out I received few inquiries on the above because I made sure I emailed my clerkship applicants in advance to give them a heads up about all of the issues that may come up and I sent notices whenever I heard of other issues on the weblog. So applicants who received and read my email updates tended to have few issues.

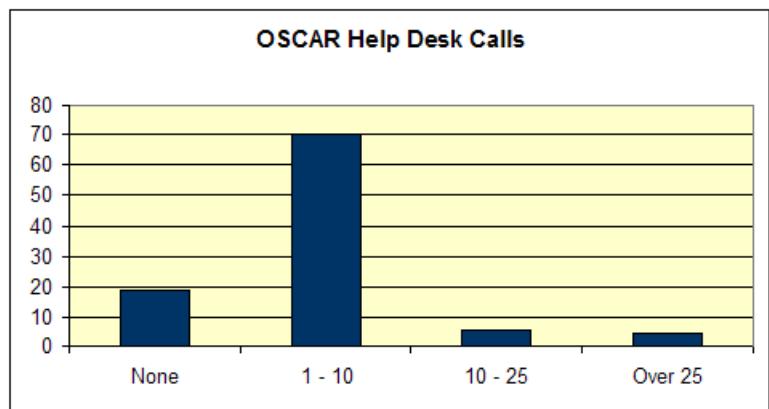
7. Emails to recommenders about using the system not helpful.
8. A lot of confusion around recommenders only getting notified when selected by the first student, I had to remind students that they must notify recommenders that they listed them and that the recommenders had to use the password sent to them initially.
9. Recommender log-in & password info.
10. The most common question from the applicants was how to attach the Recommenders name to their applications. The applicants thought that when they Identify their Recommenders, that's it. They were not aware that they have to Attach the Name of their Recommenders on their/or on each applications in order for the OSCAR system generates a pending recommendation letter requests to their Recommender.
11. We had problems with students not knowing how to deal with uploading a limited number of cover letters as they wanted to personalize more than OSCAR would allow. Many students asked about this. We also had a lot of questions about how to select recommenders without clicking "submit". The students were uncomfortable with "submitting" applications that weren't complete, even though we told them that they weren't being submitted to the judges. Maybe the box name could be changed to "save changes."
12. I received lots of questions about how recommenders are notified and if the recommender has to upload for every judge. Lots of questions about the "hold for later submission."
13. Uploading letters of recommendation.
14. Students did have difficulty building their application. They thought once they had selected their recommenders that they were done, many did not realize that they needed to spec this out for each judge/application.
15. Failure to generate recommender Evite with login information .
16. Official vs. unofficial transcripts. Scanned transcripts from the law registrar vs. copied-and-pasted transcripts from the university website; we did NOT instruct any of our students to create unprofessional gradesheets.
17. Converting documents to pdf. I also fielded MANY questions from non-faculty recommenders about the process.
18. Students were completely confused by the selecting/choosing recommenders process - that they didn't only need to enter their recommenders but needed to choose them for each judge to whom they were applying.
19. Whether releasing applications before recommenders uploaded letters of recommendation would impage judges ability to view document. How many email notifications was a recommender going to receive because people thought a recommender would be notified for each judge to whom the student applied. Mail merge data was full of errors and Symplicity should have used the HR feed from the AO. Perhaps I am wrong but it seems like a simple fix to address this issue.
20. It would be better to "spell it out" for students in terms of a format for the grade sheets. Many had a high anxiety level about whether they were doing it "right".
21. Most of the technical questions revolved around not being able to upload certain documents due to file size restrictions.
22. Big problem with recommendation letters. The recommenders kept forgetting their passwords,

never knew when to log on and upload letters. There weren't any reminders sent. Maybe sending reminder letters every 2 weeks or so (during a particular period - right before d-day) would be a good suggestion - not to flood email boxes w/reminders, but to remind people.

23. We prepared some FAQs on gradesheets and other features based on questions from last year.
24. The date applications were released, no such thing as a complete application because documents were released without being complete applications, not clearly defined on what is a complete application, scanning vs. not scanning documents.
25. Applicants did not know - nor was it clear when we filled out a bogus "test" applicant file - that one had to go in separately and select recommenders as part of another screen process. Hence, it was weeks before all applicants were complete.

Question 14: How many times did you use the OSCAR Help Desk? (98 respondents)

| OSCAR Help Desk | Responses |
|-----------------|-----------|
| None | 19.4% |
| 1 - 10 | 71.4% |
| 10 - 25 | 5.1% |
| Over 25 | 4.1% |



Question 15: In using the OSCAR System, has your law school seen a change in the total number of clerkships offered to your applicants? (94 respondents)

| OSCAR Help Desk | Responses |
|--------------------------------------|-----------|
| Received more than the previous year | 24.5% |
| Received less than the previous year | 18.1% |
| About the same | 57.4% |

Question 16: Please enter any other specific recommendations for OSCAR in the textbox below. (36 respondents)

1. Being from a school that seems to be hindered by the online process, I wonder how much "education" is being done with judges participating. If they see that the wonder of this product is the search by school feature, our ability to secure clerkships will be seriously hindered. I'd be curious to hear or read what judges are doing with this technology in chambers now.
2. We were unhappy with the fact that in the days leading up to the application deadline around labor day, the OSCAR help desk limited calls from students and would only accept calls from the Law School Administrators. This placed a double burden on Law School Administrators. Also, there were quite a few glitches in the system when students selected recommenders who were not professors contained in the Master Recommender Directory. These recommenders often never received invitation emails. Hopefully this glitch will be corrected in the future.
3. The process of mail merging should be made to be Word compatible. It is too easy for students and recommenders to make a mistake typing directly into the on-line editor. It would be much easier if they could just download their Word document with merge fields already included. There should be a separate manual for graduates/alumni. It was too confusing for many of them to distinguish which directions applied to them versus which ones applied to current students. This resulted in some unfinished applications being accidentally submitted. The mail merge feature needs to be perfected. There were too many problems with formatting and glitches when merges were performed.

4. It would be great to include the following fields at the bottom of the recommender letter: school/employer: address: city, state: zip code: full name: and provide these (along with name, phone, e-mail) as auto fields to be used in the online editor.
5. See comments in #4 above. Need a notification system if there's a new student or judge name addition.
6. Please see recommendations/suggestions above.
7. There has GOT to be a better way to guide recommenders through the uploading process.
8. Allowing judges to "join" late in the game is problematic. We and, I assume, other law schools, set out a time line for students (when all OSCAR applications need to be created) and for faculty (when all letters of recommendation need to be completed). When students come to us or Faculty Services late in the game because they just heard about a "new" OSCAR judge, it throws off the time line and causes everyone to gear up again. I called the help desk about this issue a couple of times this past season and was told that students are advised by OSCAR (apparently in the email that gets sent to students) that they should (or may) apply to these new judges in paper. If that is the case, please let the career offices know about it so that we can, if we choose, require students to just submit their previously prepared paper applications.
9. I wish that we could get more judges on board - our students/alums that are applying for clerkships find it confusing to have to do two separate application processes with the online OSCAR system and the traditional paper applications that are still mailed. Most folks nowadays are so comfortable using electronic application systems that they almost expect that everyone is willing and able to take their materials electronically (either via email or by an online system).
10. Need to disperse more information to the users. We are usually responsible for uploading the students' files and the recommenders files. If there is a change in the process from year to year, please let us know.
11. There should be some indication of when a judge went active on OSCAR or the last time he or she edited their account or viewed applicants, etc., and have that be searchable (i.e. similar to the Federal Law Clerk Information System where you can search by updated in last 30 days, and you can see when it was last edited). At a minimum the judges should be able to specify for what YEAR the clerkship opening is being filled by the OSCAR posting. This is not as important during the regular hiring season, but becomes extremely important when judges hire "off-track" i.e. after the Federal Law Clerk Hiring Plan dates. Because the judges are not good about "closing" their postings, it's impossible to tell which openings are still active.
12. [1] Block applicants from being able add a recommender and bypass the drop-down menu. They should have to contact the school admin. so that incorrect or duplicate info is not entered.
[2] Make on-line editor more user-friendly, with tabs, etc.
13. 1. Please simplify the Process on how to Identify or Name the Recommender and how to Attach the Recommender's Name on each Applications. Please see No. 13 for further explanation. 2. In viewing the Recommenders List, is there a way that we can only view the Current Names of the Recommenders with Pending Requests and not the whole Recommenders Directory?
14. Please continue to make OSCAR simpler to use.
15. I would like the ability to place some applicants as inactive to help maintain a more accurate list of those applicants that are actually applying.

16. 1) Would it be possible to allow recommendation letters uploaded as pdf files to use the merge function? Most of our letters were uploaded that way (at least the ones we did internally) so we were unable to personalize them for the judges to whom they were to be sent. I don't know if that's a reason for the poor response we got or not. 2) Has any thought been given to the fact that students can upload their own transcripts (or grade sheets) which may not match their official transcripts? We didn't have any problems, as far as I know, but the inability to somehow mark the grade sheet as 'official', rather than as coming from the student, could pose problems unless judges are encouraged to ask for official transcripts before hiring students. 3) Would it be possible to add a function allowing us to track results for our students applying through OSCAR, other than by relying on the students to tell us what happens? We don't really know whether students applying to hundreds of judges throughout the country get any better response this way than if they sent individual letters via US mail.
17. There were approximately 20 students from this school who were on the OSCAR system. There were approximately 40 recommenders. I would be much easier if I did not have to log on 40 different times using 40 different name and 40 passwords to upload the letters of recommendation. Is it possible for me to log on once and then somehow do the recommender selection process?
18. I believe that OSCAR has dramatically increased the volume of applications students are sending and that are judges are receiving. Because our school is not ranked as a "top tier" law school and we do not have traditional grades, class rank and law review, I am extremely concerned that my students are disadvantaged by this system (because their applications are not easily sorted and therefore may not be reviewed). Despite the increase in numbers of applications sent by our students, we had a decrease in numbers of students receiving interviews and obtaining federal clerkships.
19. OSCAR IS WONDERFUL! I wish more judges would sign on. Thanks for providing such a wonderful service!
20. As a smaller 4th tier law school we have had a lot FEWER interviews and offers for Federal Judicial Clerkships since OSCAR started. I feel strongly that this is due to the feature where judges can select schools to see resumes from rather than having someone see the grades et al before being concerned about the law school attended. I feel strongly that this feature is a big deterrent to my students. Before OSCAR we regularly had 4-5 students receive Federal Judicial Clerkships since OSCAR we have had none.
21. Speed was an issue. The system really slowed down at certain hours. I made it a habit to work on the system at 8 a.m. est.
22. Incorporate FLCIS information into the Judge Information. Provide a master list of recommenders from other schools. Applicants and Recommenders -- Eliminate pending recommendations when application is withdrawn Judges -- Cutoff date for withdrawing from OSCAR and choosing to accept paper applications only; this would eliminate the need for last minute adjustments to mailings Reporting -- Make sure that reports do not result in errors. Do not include withdrawn applications as part of the overall count. Remove test judges and applicants from lists and reports.
23. You must resolve your .pdf file corruption issue for next year -- handmade gradesheets violate registrar standards and practices. They are also a colossal waste of time, especially for those students who happen to be Word formatting-challenged.

24. In the announcement section, I'd like to see a message about what happens after Labor Day, i.e. judges do not automatically receive applications but will have to retrieve them. Also, it may be helpful for schools to have access to the announcement board so that they can tailor messages to their students
25. Because I had to relearn the system from one year to the next, it reduced my ability to answer early questions from students and reduced my credibility with them. Maybe funds could be reserved to teach classes outside of NALP regionally. We also struggled with the "save as draft" tool; some current students somehow saved their applications as drafts and I had to release them. I don't know how this happened, but it occurred to about 4 applicants. Finally, several of my students wanted a feature that told them if their applications were incomplete. We don't have a unified system for uploading recommendations and, in some cases, students or administrative support staff were uploading their own letters. One student did so completely improperly so his letters were not a part of his application. He had a hard time accepting responsibility for this and for noting that there is a notation on the website for "letters of recommendation still outstanding." Perhaps this could be made more prominent? Overall, I think it is a good system. Our problems had much to do with human error, which in my law school's case, is compounded by a lack of staff to handle OSCAR issues.
26. 1) Can our centralized office be alerted when students make additional requests? An email for every request is not necessary, but maybe a daily/weekly update of requests to the centralized email account. This would be especially helpful with the judges who begin accepting applications later in the fall. 2) Could some letters be set to upload automatically? For example, if one general letter is going to be used for a student, can that PDF be saved and set to upload for each request? For that matter, could the online editor/mail merge template be saved for a recommender with each student so that future letter requests could be automatically uploaded? Despite reminders otherwise, our students sometimes assumed that the letters would be uploaded as soon as they made the request. They would fail to notify our office that they needed more letters uploaded, and since we weren't checking the account frequently after September there was occasionally a delay in uploading their letters. Thanks for all your efforts and work on this good system!
27. Faculty Passwords: Allow school administrator to load faculty passwords and to view the passwords once they have been loaded instead of having to change passwords each time a student generates a request for letters. Generating Requests for Recommenders: Students are wary of hitting the "submit" button to generate requests for recommenders. Perhaps this button could be renamed something more intuitive, such as "generate (recommender) request."
28. This system has decreased the number of interviews our students are receiving for federal clerkships and seems designed to benefit the top tier schools, to the detriment of all other students. Allowing the judges to sort by school (rather than just class rank or other academic criteria) is wrong.
29. OSCAR seems to be generating larger numbers of applicants, forcing the judges to rely on the ability to scan for top certain percentile. It seems that it makes it harder for students with outstanding contributions to make who don't go to the top law schools or score in the top of their class to get a look.

30. I know you didn't see it coming but the mistaken early release was really bad. It caused huge problems with anxiety and anger in our students. Otherwise, each year that goes by, we feel better and more confident in having more experience with it. The faculty have finally embraced it and many even were able & willing to upload their own letters of recommendation. I hope that NALP will offer more training sessions on OSCAR at the annual conference.
31. See the comments at Number 7! This is the most important upgrade that OSCAR needs.
32. We received less clerkships than previous years, but is attributed to State clerkship issues, not part of OSCAR.
33. I would prefer to email recommenders' assistants rather than the recommender. The faculty assistant does most, if not all, the work on OSCAR, not the recommender. Currently, it is cumbersome to batch email the assistants, and I have to do it outside of the OSCAR program. To that end, it would be helpful to add first and last name fields to recommenders' assistants data to enable a more tailored email message. Because recommenders assistants are not constantly in the system, they often forget the preset, non-user-friendly password. Can a change password be added to their accounts? Alternatively, can there be an email field that displays the password without resetting it? That's less secure but I frequently have to reset for them to something easily remembered and then I have to email it to them manually.
34. We need a listserv to address things right now. The schools would like to have a specific voice and share their questions and concerns in an organized forum. The law school administration would like to receive the results of this survey, which should include the specific survey recommendations. It would be nice to receive the results now in order to make a contribution or change for next year.
35. Most of the documentation was not specific enough with language that did not meet the needs of the applicants. It was as if the documentation was written without the benefit of a perspective of a new user logging on for the first time. Having used OSCAR as an administrator the year before, I still found some areas confusing with the help documentation being of no use. Via trial & error, we found what worked and what did not. Much of the documentation contradicted itself multiple times - no uniformity of policy or procedure. Can not assume knowledge on the part of end user. Having said that, OSCAR is a huge benefit to both applicants and law schools. It has eased the application process greatly and I hope to see improvements next year...there seemed to be a lack of coordination between the development, documentation, & policy processes. I would seriously consider an in-depth survey of the needs of judges - the true end user. Does a letter of recommendation that has been merged and so has their name atop the page carry more weight - really - in the modern world than a good recommendation sans the personalization? Processor needs on OSCAR's end and ease of use on the law school's and student's end would be greatly enhanced is such is simply an archaic holdover from snail mail political application. Thank you for the opportunity to comment
36. Major thanks to Laura Simon, Chris Warner, and all of the OSCAR folks within the judiciary!